

Service Information

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PROM	N/A	N/A	N/A	96	V0697	0.4
* -- For Campaign Administrative Allowance, add 0.1 hours to the "Labor Hours".						

Refer to the General Motors WINS Claim Processing Manual for details on Product Campaign Claim Submission.

Customer Notification

For US

Customers will be notified of this campaign on their vehicles by General Motors (see copy of customer letter included with this bulletin)

Customer Notification

For IPC

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached suggested dealer letter.

Dealer Campaign Responsibility

All unsold new vehicles in dealers' possession and subject to this campaign MUST be held and inspected/repaired per the service procedure of this campaign bulletin BEFORE customers take possession of these vehicles.

Dealers are to service all vehicles subject to this campaign at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer.

Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. This could be done by mailing to such customers a copy of the customer letter accompanying this bulletin. Campaign follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this campaign enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the campaign correction has been made before selling or releasing the vehicle.

May, 2001

Dear General Motors Customer:

We want your experience owning your 2000 Chevrolet Cavalier, Pontiac Sunfire, Grand Am; or Oldsmobile Alero to be better than any other you've had ... which is why we're writing.

We have learned that your 2000 Chevrolet Cavalier, Pontiac Sunfire, Grand Am; or Oldsmobile Alero

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may exhibit a condition in which the "Generator Low Voltage" indicator light on the instrument panel will not illuminate enough under low voltage conditions. If the battery voltage drops low enough, the engine will eventually stop running or fail to start.

What We Have Done

To correct this condition, your dealer will install new calibration software. This service will be performed for you at *no charge*.

What You Should Do

We recommend that you contact your <Division>dealer to arrange a service date.

Customer Reply Card

Presenting the attached card to your dealer will assist in making the necessary correction in the shortest possible time.

If you no longer own this vehicle, please check the appropriate box and provide new owner information, if available.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below:

Division	Number	Deaf, Hearing Impaired, or Speech Impaired*
Chevrolet	1-800-222-1020	1-800-833-2438
Pontiac	1-800-762-2737	1-800-833-7668
Oldsmobile	1-800-442-6537	1-800-833-6537
GMODC	(905)644-4112	
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	
* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)		

Your dealer may provide you with shuttle service or some other form of courtesy transportation while your vehicle is at the dealership for this repair. Please refer to your Owner's Manual and your dealer for details on Courtesy Transportation.

We sincerely regret any inconvenience this causes you. Also, we want you to know that we will continue to do everything we can to ensure that you are completely satisfied with your 2000 Chevrolet Cavalier; Pontiac Sunfire, Grand Am; or Oldsmobile Alero and with <Division>.

General Motors Corporation

Enclosure



Document ID# 811273



Customer Satisfaction - Generator Low Voltage Indicator Light PCM Reflash #01028B - (07/17/2001)

01028B -- Generator Low Voltage Indicator Light PCM Reflash

Certain 2000 Chevrolet Cavalier; Pontiac Sunfire, Grand Am; and Oldsmobile Alero

Equipped with 2.2L (RPO LN2 - VIN Code 4) or 2.4L (RPO LD9 - VIN Code T) Engine

This bulletin is being revised to add a new calibration part number for the 2.2L (LN2) Chevrolet Cavalier with Compressed Natural Gas option (RPO KL6). This bulletin revision will only be available electronically SI2000. Please discard Customer Satisfaction Bulletin Number 01028A, dated June, 2001.

Condition

General Motors has decided that certain 2000 Chevrolet Cavalier; Pontiac Sunfire, Grand Am, and Oldsmobile Alero model vehicles equipped with 2.2L L4 (RPO LN2 - VIN Code 4) or a 2.4L L4 (RPO LD9 - VIN Code T) engine may exhibit a condition in which the "Generator Low Voltage" indicator light in these vehicles will not illuminate under low voltage conditions. If the battery voltage drops low enough, the engine will eventually stop running or fail to start.

Correction

Dealers are to reflash the vehicle PCM with new calibration software.

Vehicles Involved

Important

VEHICLES PREVIOUSLY REPAIRED UNDER WARRANTY HAVE BEEN EXCLUDED FROM THIS CAMPAIGN.

Involved are certain 2000 Chevrolet Cavalier; Pontiac Sunfire, Grand Am; and Oldsmobile Alero model vehicles equipped with 2.2L L4 (RPO LN2 - VIN Code 4) or a 2.4L L4 (RPO LD9 - VIN Code T) engine and built within these VIN breakpoints:

Year	Division	Model	Plant	From	Through
2000	Chevrolet	Cavalier	Lordstown	Y7100001	Y7459760
2000	Chevrolet	Cavalier	Ramos	YS100001	YS252491
2000	Chevrolet	Cavalier	Genasys	YB900001	YB904761
2000	Pontiac	Sunfire	Lordstown	Y7100003	Y7459754

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2000	Pontiac	Sunfire	Ramos	YS100011	YS252475
2000	Pontiac	Sunfire	Genasys	YB200001	YB203598
2000	Pontiac	Grand Am	Lansing C	YC500001	YC564826
2000	Pontiac	Grand Am	Lansing M	YM700020	YM876693
2000	Oldsmobile	Alero	Lansing C	YC000002	YC427893

Important

Dealers should confirm vehicle eligibility through GMVIS (GM Vehicle Inquiry System) or *DCS Screen 445* (IPC only) prior to beginning campaign repairs. [Not all vehicles within the above breakpoints may be involved.]

Involved vehicles have been identified by Vehicle Identification Number. Computer listings containing the complete Vehicle Identification Number, customer name and address data have been prepared, and are being furnished to involved dealers with the campaign bulletin. The customer name and address data furnished will enable dealers to follow up with customers involved in this campaign. Any dealer not receiving a computer listing with the campaign bulletin has no involved vehicles currently assigned.

These dealer listings may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this listing to the follow-up necessary to complete this campaign.

Parts Information

A new flash program has been released to address the above-mentioned condition. Most of the calibrations for the carlines and years affected by this campaign are included and available from GM Service Operations beginning with the TIS 2000 # 12 CD-ROM release of June 21, 2000. The Compressed Natural Gas (RPO KL6) 2.2L (LN2) Chevrolet Cavalier calibration is available with GM Access via satellite update on Service Programming System (SPS) version 7.5 and will be distributed on TIS 2000 disk release #8, with initial mailings on July 25, 2001. The following tracking table shows the individual carline calibration update number.

Model Year	Carline	Engine	Emissions	Calibration Number	CD ROM Number	Release Date
2000	J (C/P)	LD9	5 Spd Man Fed stl tnk	12205993	12	6/21/00
2000	J (C/P)	LD9	5 Spd Man Cal LEV stl tnk	12206003	12	6/21/00
2000	J (C/P)	LD9	5 Spd Man Fed plst tnk	12206073	12	6/21/00
2000	J (C/P)	LD9	5 Spd Man Cal plst tnk	12206083	12	6/21/00
2000	J (C/P)	LD9	5 Spd Man Unld Ex plst tnk	12206093	12	6/21/00
2000	J (C/P)	LD9	5 Spd Man Ld Exp plst tnk	12206103	12	6/21/00
2000	J (C/P)	LD9	Auto Fed plst tnk	12206113	12	6/21/00

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2000	J (C/P)	LD9	Auto Cal plst tnk	12206123	12	6/21/00
2000	J (C/P)	LD9	Auto Unld Ex plst tnk	12206133	12	6/21/00
2000	N (P/O)	LD9	5 Spd Fed	12206163	12	6/21/00
2000	N (P/O)	LD9	Auto Fed	12206203	12	6/21/00
2000	N (P/O)	LD9	Auto Cal	12206213	12	6/21/00
2000	J (C/P)	LN2	3 Spd Auto Fed plst tnk	12206323	12	6/21/00
2000	J (C/P)	LN2	3 Spd Auto Cal plst tnk	12206343	12	6/21/00
2000	J (C/P)	LN2	4 Spd Auto Fed plst tnk	12206383	12	6/21/00
2000	J (C/P)	LN2	4 Spd Auto Cal plst tnk	12206403	12	6/21/00
2000	J (C/P)	LN2	5 Spd Man Fed plst tnk	12206253	12	6/21/00
2000	J (C/P)	LN2	5 Spd Man Cal plst tnk	12206273	12	6/21/00
2000	J (C/P)	LN2	3 Spd Auto Fed stl tnk	12206333	12	6/21/00
2000	J (C/P)	LN2	3 Spd Auto Cal stl tnk	12206353	12	6/21/00
2000	J (C/P)	LN2	4 Spd Auto Fed stl tnk	12206393	12	6/21/00
2000	J (C/P)	LN2	4 Spd Auto Cal stl tnk	12206413	12	6/21/00
2000	J (C/P)	LN2	5 Spd Man Fed stl tnk	12206263	12	6/21/00
2000	J (C/P)	LN2	5 Spd Man Can stl tnk	12206283	12	6/21/00
2000	J (C/P)	LN2	3 Spd Auto Unld Ex plst tnk	12206363	12	6/21/00
2000	J (C/P)	LN2	4 Spd Auto Unld Ex plst tnk	12206423	12	6/21/00
2000	J (C/P)	LN2	5 Spd Man Unld Ex plst tnk	12206293	12	6/21/00
2000	J (C/P)	LN2	5 Spd Man Lead Ex plst tnk	12206313	12	6/21/00
2000	J (C/P)	LN2	5 Spd Man Unld Ex stl tnk	12206303	12	6/21/00
2000	J (C/P)	LN2	3 Spd Auto Unld Ex stl tnk	12206373	12	6/21/00
2000	J (C/P)	LN2	4 Spd Auto Unld Ex stl tnk	12206433	12	6/21/00
2000	J (C/P)	LN2	4 Spd Auto Leaded Export	12206443	12	6/21/00
2000	N (P/O)	LD9	Auto/Europe	12206223	12	6/21/00
2000	J (C/P)	LD9	Auto Leaded Ex plst tnk	12206143	12	6/21/00
2000	J (C/P)	LD9	5 Spd Man Unld Ex stl tnk	12206013	12	6/21/00
2000	J (C/P)	LD9	Auto Fed stl tnk	12206033	12	6/21/00

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2000	J (C/P)	LD9	Auto Cal stl tnk	12206043	12	6/21/00
2000	J (C/P)	LD9	Auto Unld Ex stl tnk	12206053	12	6/21/00
2000	PJJ	LD9	Auto Japan Ex stl tnk	12206063	12	6/21/00
2000	PJJ	LD9	Auto Japan Ex plst tnk	12206153	12	6/21/00
2000	J (C)	LN2	3 Spd Auto CNG plst tnk	12206453	8	7/25/01

Important

Do not attempt to order the calibration number from GMSP0. The calibration numbers are programmed into the vehicle PCM via a Techline tool device.

Service Procedure**Important**

A Techline CD ROM titled "Disc #12" (June 21, 2000) or later, "Disk #8" (July 25, 2001) or later for CNG, including the current Techline Information System 2000 (TIS 2000) software, will be required to properly program all vehicles. A Tech 2 will be required to reprogram all vehicles involved.

1. Prep the vehicle for Powertrain Control Module reprogramming.
2. Program the PCM using TIS 2000 data version #12 for 2000 or later, #8 for 2001 or later for CNG. Refer to up-to-date Techline equipment user instructions.
3. Install the GM Campaign Identification Label.

Campaign Identification Label

Place a Campaign Identification Label on each vehicle corrected in accordance with the instructions outlined in this Product Campaign Bulletin. Each label provides a space to include the campaign number and the five (5) digit dealer code of the dealer performing the campaign service. This information may be inserted with a typewriter or a ball point pen.

Put the Campaign Identification Label on a clean and dry surface of the radiator core support in an area that will be visible to people servicing the vehicle. *When installing the Campaign Identification Label, be sure to pull the tab to allow the adhesion of the clear protective covering. Additional Campaign Identification Labels for US dealers can be obtained from Dealer Support Materials by calling 1-888-549-6152 (Monday-Friday, 8:00 am to 5:00 pm EST). Ask for Item Number S-1015 when ordering.*

Additional Campaign Identification Labels for IPC dealers can be obtained from your Regional Marketing Office.

Claim Information

Submit a Product Campaign Claim with the information indicated below.

Repair Performed	Part Count	Part No.	Parts Allow	CC-FC	Labor Op	Labor Hours*
PCM - Reprogramming Flash EE				MA-		